

# **LAPTOP REQUEST CATALOG ITEM**

Submitted by

**Team Leader**

Sahana J B (910022104024)

**Team Members**

Caroline A (910022104005)

Hajira M (910022104011)

In partial fulfilment for the award of the degree

**BACHELOR OF ENGINEERING**

**in**

**COMPUTER SCIENCE AND ENGINEERING**

NAAN MUDHALVAN LAB

ANNA UNIVERSITY REGIONAL CAMPUS MADURAI-625-019



**ANNA UNIVERSITY: CHENNAI 600 025**

**NOVEMBER 2025**

Supervised by

**Dr. Srie Vidhya Janani, M.E., Ph.D.,**

## BONAFIDE CERTIFICATE

This is to certify that the project report titled " **Laptop Request Catalog Item** " is the bonafide work of **Sahana JB (910022104024), Caroline A (91022104005), Hajira M (910022104011)**, who carried out the project work under my supervision in the Naan Mudhalvan Lab.



**SIGNATURE**

**HEAD OF THE DEPARTMENT**



**SIGNATURE**

**FACULTY**

Department of Computer Science and Engineering,  
Anna University Regional Campus Madurai-625-019

## **ACKNOWLEDGEMENT**

I extend my heartfelt gratitude to **Dr. Srie Vidhya Janani, M.E., Ph.D.**, Faculty Incharge of Naan Mudhalvan Lab, for her guidance and support throughout this project. I also thank my peers and family for their encouragement, without which this project would not have been possible.

I am deeply grateful to **Dr. V. Sasikala, M.E., Ph.D.**, Head of the Department, for her constant support and guidance.

I extend my sincere thanks to all teaching and non-teaching staff of the Department of Computer Science and Engineering and my peers for their support and encouragement.

Finally, I thank my family and friends, whose encouragement and patience motivated me to complete this project successfully.

### **Team Leader**

Sahana JB (910022104024)

### **Team Members**

Caroline A (910022104005)

Hajira M (910022104011)

## **ABSTRACT**

In modern organizations, timely access to appropriate hardware is essential for employee productivity and operational efficiency. However, many companies still rely on outdated, manual processes for laptop requests, resulting in delays, incomplete submissions, and administrative overhead. The “Laptop Request Catalog Item” project addresses these challenges by automating and streamlining the laptop request process through a dynamic Service Catalog form.

This project aims to develop a user-friendly and intelligent ServiceNow Catalog Item that enables employees to request laptops quickly and accurately. The system incorporates dynamic field behaviour, ensuring that only relevant options appear based on user selections — for example, laptop model choices may vary by department or job role. Clear on-screen instructions guide users throughout the process, minimizing confusion and reducing data entry errors. Additionally, a “Reset Form” functionality allows users to clear their entries and start afresh, improving usability and user satisfaction.

To support accountability and governance, all modifications and deployments are tracked through update sets, ensuring that configuration changes are auditable and easily transferable between environments. This approach aligns with IT service management best practices and promotes standardized, maintainable workflows.

Ultimately, the Laptop Request Catalog Item enhances the overall employee experience by simplifying asset requests, reducing processing times, and improving data accuracy. It reflects a shift from manual request handling toward a self-service, automated IT service management (ITSM) model, empowering employees and enabling IT teams to focus on higher-value tasks. This project not only accelerates laptop provisioning but also demonstrates how digital transformation can be achieved through well-designed ServiceNow solutions.

## **Problem Statement:**

Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

## **Objectives:**

The main objective of the **Laptop Request Catalog Item** project is to automate and simplify the laptop request process within the organization through an efficient, user-friendly Service Catalog form. This solution aims to eliminate manual errors, reduce processing delays, and enhance the overall user experience.

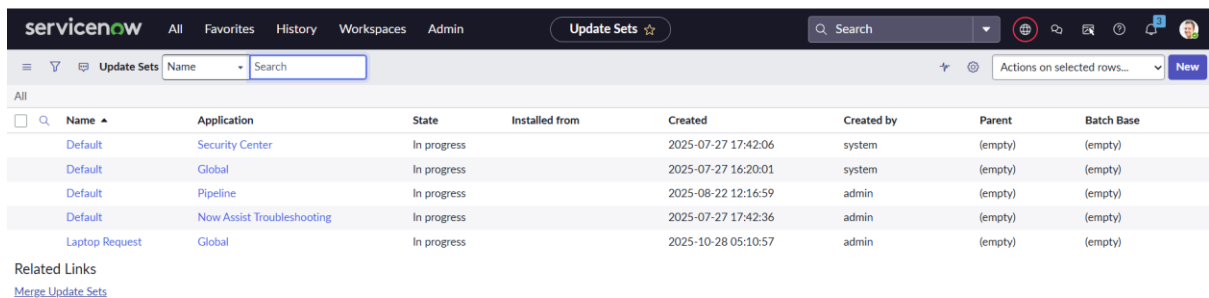
- To design and implement a dynamic Service Catalog item that allows employees to request laptops easily and accurately.
- To incorporate dynamic field behavior, ensuring that form options change based on user input, making the process more intuitive and context-aware.
- To provide clear instructions and validation messages within the form, helping users enter correct and complete data.
- To include a “Reset Form” functionality, enabling users to clear all inputs and restart the process when needed.
- To maintain proper governance and traceability by tracking all configurations and updates through update sets for deployment.
- To improve operational efficiency by minimizing approval delays, ensuring accurate data collection, and streamlining IT asset management.

## Activity 1: Update set

### Skills Required: Create Local Update set

#### Skill Tags:

1. Open service now.
2. Click on All >> search for update sets
3. Select local update sets under system update sets
4. Click on new
5. Fill the following details to create an update set as: “Laptop Request”
6. Click on submit and make current
7. By clicking on the button, it activates the update set.



servicenow All Favorites History Workspaces Admin Update Sets ☆ Search								
Update Sets Name Search Actions on selected rows... New								
All								
<input type="checkbox"/>	Name ▲	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	Security Center	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
<input type="checkbox"/>	Default	Global	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
<input type="checkbox"/>	Default	Pipeline	In progress		2025-08-22 12:16:59	admin	(empty)	(empty)
<input type="checkbox"/>	Default	Now Assist Troubleshooting	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)
<input type="checkbox"/>	Laptop Request	Global	In progress		2025-10-28 05:10:57	admin	(empty)	(empty)
Related Links								
<a href="#">Merge Update Sets</a>								

## Activity 2: Create Service Catalog Item

#### Skill Tags:

1. Open service now.
2. Click on All >> service catalog
3. Select maintain items under catalog definitions
4. Click on New.
5. Fill the following details to create a new catalog item

Name: Laptop Request

Catalog: service Catalog

Category: Hardware

Short Description: Use this item to request a new laptop

## 6. Click on 'SAVE'

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-08-22 12:18:05
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2024-08-08 02:16:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2024-08-08 02:16:16
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33

servicenow

AllFavoritesHistoryWorkspacesAdmin

Catalog Items

Search

SubmitTry It

Catalog ItemNew record

Build and modify items faster with the improved Catalog Builder.

Name

Catalogs

Category

State

Checked out

Owner

Application

Active

Roles

Fulfillment automation level

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Description

Meta

servicenow

AllFavoritesHistoryWorkspaces

Catalog Item - New Record

Search

SubmitTry It

Catalog ItemNew record

Build and modify items faster with the improved Catalog Builder.

Name

Catalogs

Category

State

Checked out

Owner

Application

Active

Fulfillment automation level

Select target record

## Activity 3: Add variables

Skill Tags:

### Step1:

- After saving the catalog item form scroll down and click on variable (related list)
- Click on new and enter the details as below

#### 1. Variable 1: Laptop Model

Type: Single line text

Name: laptop\_model

Order:100

- Click on submit
- Again, click on new and add Remaining variables in the above process

The screenshot shows the ServiceNow interface for a 'Catalog Item - Laptop Request'. The 'Variables' tab is active, displaying a table of assigned variables. The table has columns for 'Type', 'Question', and 'Order'. The variables listed are:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

At the bottom of the table, there is a pagination control showing '1 to 4 of 4'.



ServiceNow Variable - New Record

Application: Global

Type: Multi Line Text

Catalog item: Laptop Request

Order: 200

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Justification

\* Name: justification

Conversational label:

Tooltip:

Example Text:

Submit

## Variable 2: Justification

Type: Multi line text

Name: justification

Order:200

## Variable 3: Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order:300

## Variable 4: Accessories Details

Type: Multi line text

Name: accessories\_details

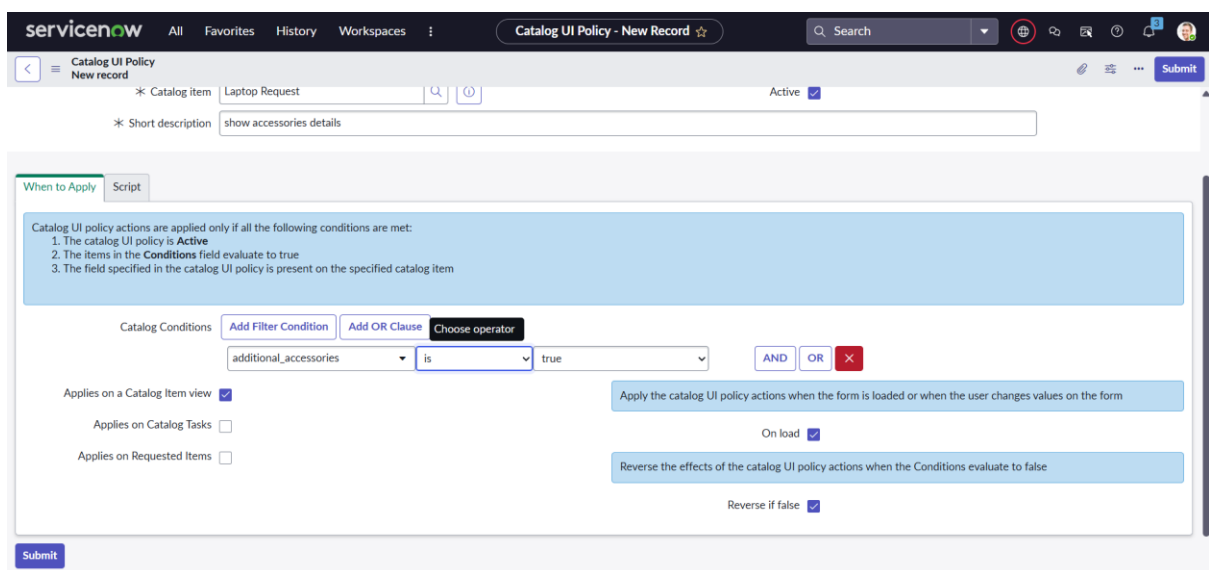
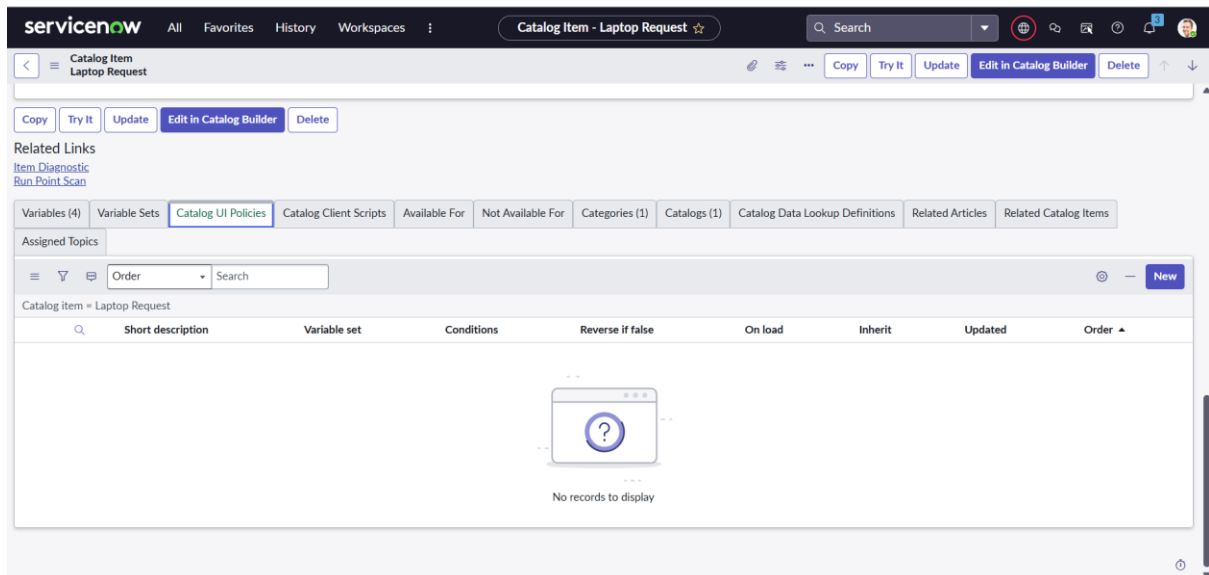
Order:400

## Activity 4: UI Policy

### Create Catalog Ui policies

Skill Tags:

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'



8. Scroll down and select 'catalog UI action'
9. Then click on new button
10. Select variable name as: accessories\_details

Order: 100

Mandatory: True

Visible: True

12. Click on save and again click save button of the catalog UI policy form

The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The form includes the following fields:

- Catalog Item: Laptop Request
- Variable name: accessories\_details
- Order: 100
- Application: Global
- Mandatory: True
- Visible: True
- Read only: Leave alone
- Value action: Leave alone
- Field message type: None

A 'Submit' button is located at the bottom left of the form.

The screenshot shows the 'Catalog UI Policy show accessories details' form. It includes the following sections:

- Catalog Conditions:** additional\_accessories is true
- Applies on:** Catalog Item view (checked), Catalog Tasks (unchecked), Requested Items (unchecked)
- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form** (checked)
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false** (checked)

Buttons for 'Update' and 'Delete' are visible. Below the form, there is a 'Related Links' section with a link to 'Run Point Scan'.

At the bottom, there is a table titled 'Catalog UI Policy Actions' with columns: Name, Read only, Mandatory, Visible, and Order. The table currently shows 'No records to display'.

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The title bar indicates 'Catalog UI Policy - show accessories details'. The main configuration area includes a condition: 'additional\_accessories is true'. Below this, there are checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). There are also checkboxes for 'On load' (checked) and 'Reverse if false' (checked). The 'Update' and 'Delete' buttons are visible. Below the configuration area, there is a 'Related Links' section with a link to 'Run Point Scan'. At the bottom, there is a table titled 'Catalog UI Policy Actions' with one row: 'accessories\_details' with 'Read only' set to 'Leave alone', 'Mandatory' set to 'True', and 'Visible' set to 'True'. The table has a 'New' button and a '1 to 1 of 1' pagination indicator.

## Activity 5: UI Action

### Create UI action

Skill Tags:

1. Open service now.
2. Click on All >> search for UI action
3. Select UI actions under system definition
4. Click on new
5. Fill the following details to create UI action

Table: shopping cart(sc\_cart)

Order:100

Action name: Reset form

Client: checked

6. Script:

Script:

```
function resetForm () {
  g_form. clearForm (); // Clears all fields in the form
```

```
    alert ("The form has been reset.");  
  }  
}
```

## 7. Click on save

The screenshot shows the 'UI Action - New Record' form in ServiceNow. The form is divided into several sections: 'Name', 'Table', 'Order', 'Action name', 'Active', 'Show insert', 'Show update', 'Client', 'List v2 Compatible', 'List v3 Compatible', 'Overrides', 'Messages', 'Comments', 'Hint', 'Application', 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. The 'Name' field is set to 'shopping cart(sc\_cart)', 'Table' is set to '-- None --', 'Order' is set to '100', 'Action name' is set to 'Reset form', 'Active' is checked, 'Show insert' is checked, 'Show update' is checked, 'Client' is checked, 'List v2 Compatible' is checked, 'List v3 Compatible' is unchecked, 'Overrides' is empty, 'Messages' is empty, 'Comments' is empty, 'Hint' is empty, 'Application' is set to 'Global', 'Form button' is unchecked, 'Form context menu' is unchecked, 'Form link' is unchecked, 'Form style' is set to '-- None --', 'List banner button' is unchecked, 'List bottom button' is unchecked, 'List context menu' is unchecked, 'List choice' is unchecked, 'List link' is unchecked, and 'List style' is set to '-- None --'. A 'Submit' button is located at the top right.

The screenshot shows the 'UI Actions' list in ServiceNow. The list has columns: 'Name', 'Table', 'Comments', 'Form action', 'List action', 'Active', 'Order', 'Condition', and 'Updated'. The list contains several actions, including 'View in Workspace', 'Save', 'Delete', 'New', 'Clear', and 'Action Pavload Maooinz'. The 'Save' action is highlighted.

Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') == 'AVAILABLE...	2025-01-30 00:59:29
Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWri...	2025-07-27 16:48:25
Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-07-27 16:48:28
Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-07-27 16:48:23
Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-07-27 16:48:24
New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RP.getListContro...	2018-10-04 15:53:16
Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-07-27 16:48:24
Save	Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1,000	!current.isNewRecord() && !current.canC...	2025-07-27 16:48:25
Action Pavload Maooinz		Deletes current record after confirmation						2025-07-27

The screenshot shows the 'UI Action - New Record' form in ServiceNow, specifically the 'Script' section. The 'Hint' field is empty. The 'Onclick' field is empty. The 'Condition' field is empty. A red message box states: 'Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record. gs.hasRole('admin') condition restricts the UI Action to the users with admin role.' The 'Script' field contains the following code:

```
1 function resetForm() {  
2   g_form.clearForm(); // clears all fields in the form  
3   alert("The form has been reset.");  
4 }
```

The 'Protection policy' field is set to '-- None --'. The 'Workspace' tab is selected, and the 'Requires role' tab is also visible. The 'Workspace Form Button' and 'Workspace Form Menu' checkboxes are unchecked. A 'Format for Configurable Workspace' checkbox is also present.

## Activity 6: Export Update set

### Exporting changes to another instances

Skill Tags:

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set.
6. Click on export to XML, it downloads one file

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
Default	Global	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-22 12:16:59	admin	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)
Laptop Request	Global	In progress		2025-10-28 05:10:57	admin	(empty)	(empty)

Related Links  
[Merge Update Sets](#)

Update Set - Laptop Request

Name: Laptop Request  
State: Complete  
Application: Global  
Created: 2025-10-28 05:10:57  
Created by: admin  
Parent:   
Release date:   
Install date:   
Installed from:   
Description:

Update

Related Links  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-28 06:00:05	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE

The screenshot shows the ServiceNow interface for an 'Update Set - Laptop Request'. The table lists updates with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The 'Created' column shows timestamps from 2025-10-28 06:00:05 to 2025-10-28 06:06:17. The 'Type' column includes Catalog UI Policy Action, Catalog UI Policy, Variable, Catalog Items Catalog, Catalog Item Category, Catalog Item, and UI Action. The 'Target name' column lists various system components like accessories\_details, show accessories details, Justification, Additional Accessories, Accessories Details, Laptop Model, Service Catalog.Laptop Request, Hardware.Laptop Request, Laptop Request, and shopping cart(sc\_cart). The 'Updated by' column shows 'admin' and 'system'. The 'Remote update set' column is empty for all entries. The 'Action' column shows 'INSERT\_OR\_UPDATE' for all entries.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-28 06:00:05	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:54:00	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:34:41	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:35:50	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:36:25	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:32:44	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:26:31	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:26:32	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-10-28 05:26:32	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPDATE
2025-10-28 06:06:17	UI Action		shopping cart(sc_cart)	admin	(empty)	INSERT_OR_UPDATE

## Activity 7: Login to another Instance

### Retrieving the update set

#### Skill Tags:

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. Its open retrieved update set list and scroll down
6. Click on Import update set from XML
7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.

The screenshot shows the ServiceNow interface for 'Retrieved Update Sets'. The table lists update sets with columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The 'Name' column shows 'Laptop Request'. The 'Application' column shows 'Global'. The 'State' column shows 'Loaded'. The 'Update source' column shows '(empty)'. The 'Description' column is empty. The 'Loaded' column shows the timestamp '2025-10-28 06:18:21'. The 'Committed' column shows '(empty)'. The 'Parent' column shows '(empty)'. The 'Remote Batch Base' column shows '(empty)'. Below the table, there is a 'Related Links' section with a link 'Import Update Set from XML'.

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Loaded	(empty)		2025-10-28 06:18:21	(empty)	(empty)	(empty)

Related Links  
[Import Update Set from XML](#)

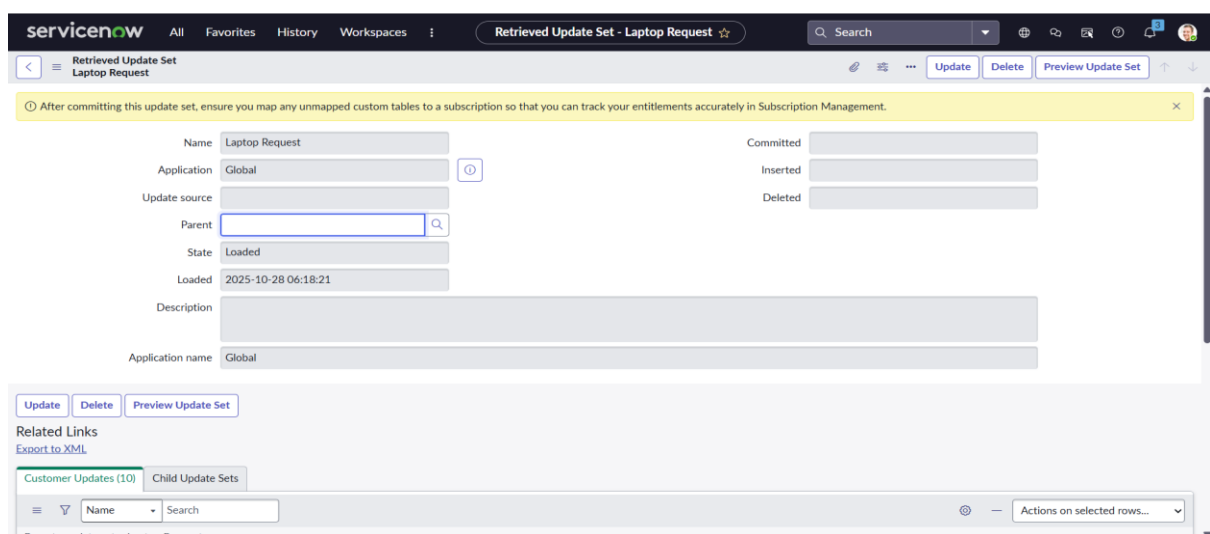
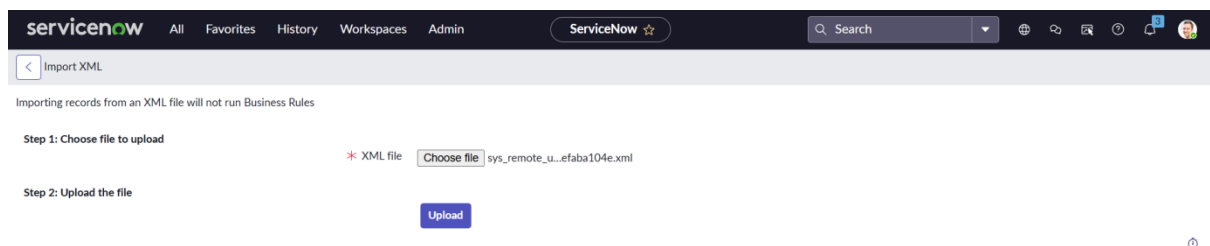
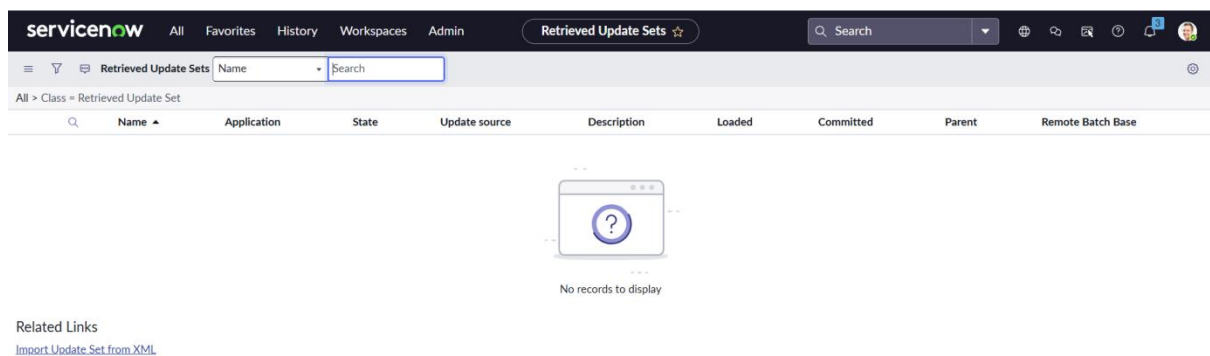
9. Open retrieved update set 'laptop request project'

10. Click on preview update set

11. And click on commit update set

12. And also see the related tab updates

13. After committing update set in this instance, we get all updates which are done in the previous instance





servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request

Retrieved Update Set Laptop Request

Update Set Preview

Succeeded 100%

Success! - Succeeded in 1 Second

Close

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name Laptop Request

Application Global

Update source

Parent

State Previewed

Loaded 2025-10-28 06:18:21

Description

Application name Global

Collisions 0

Total 10

Update Delete Preview Update Set

Related Links

Export to XML

Customer Updates (10) Child Update Sets

Name Search

Actions on selected rows...

servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request

Retrieved Update Set Laptop Request

Update Delete Run Preview Again Commit Update Set

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name Laptop Request

Application Global

Update source

Parent

State Previewed

Loaded 2025-10-28 06:18:21

Description

Application name Global

Committed

Inserted 0

Updated 10

Deleted 0

Collisions 0

Total 10

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search

Actions on selected rows...

servicenow All Favorites History Workspaces Retrieved Update Set - Laptop Request

Retrieved Update Set Laptop Request

Update Delete Run Preview Again Commit Update Set

Update Set Commit

Succeeded 100%

Update set committed - Succeeded in 1 Second

Close

After committing this update set, ensure you map any unmapped custom tables to a subscription so that you can track your entitlements accurately in Subscription Management.

Name Laptop Request

Application Global

Update source

Parent

State Committed

Loaded 2025-10-28 06:18:21

Description

Application name Global

Collisions 0

Total 10

Update Delete Run Preview Again Commit Update Set

Related Links

Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search

Actions on selected rows...

ServiceNow interface showing the 'Retrieved Update Set - Laptop Request' page. The page displays a table of updates with columns: Name, Type, Target name, Table, View, and Action. The table contains 10 rows of updates, all with the action 'INSERT\_OR\_UPDATE'.

Name	Type	Target name	Table	View	Action
catalog_ui_policy_action_56f080be937032105c4835befaba1069	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
catalog_ui_policy_eabf7bea937032105c4835befaba1081	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
item_option_new_1adbffe2937032105c4835befaba1080	Variable	Justification			INSERT_OR_UPDATE
item_option_new_593c7f26937032105c4835befaba1009	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_dc7cb766937032105c4835befaba1028	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_e02b3fa2937032105c4835befaba1065	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_catalog_7d4a3362937032105c4835befaba104a	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_314a3362937032105c4835befaba105f	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_d0983f6e933032105c4835befaba1013	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sys_ui_action_6ed2c87293b032105c4835befaba10f2	UI Action	shopping cart(sc_cart)			INSERT_OR_UPDATE

## Activity 8: Testing

### Test Catalog Item

#### Skill Tags:

1. Search for service catalog in application navigator in target instance
2. Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only
6. As per our scenario, when we click on additional accessories checkbox then accessories details fields are visible and that should be mandatory
7. Now see the results, it fulfils our requirements.

dev318109.service-now.com/now/nav/ui/classic/params/target/catalog\_home.do%3Fsysparm\_view%3Dcatalog\_default

service-nowAllFavoritesHistoryWorkspacesAdminCatalogSearch

Service CatalogSearch catalog

Services

Services

Document production services. Create and produce high-quality, professional documents.

Can We Help You?

Can We Help You?

Your IT gateway. Report issues and submit requests.

Office

Office

Office services such as printing, supplies requisition and document shipping and delivery.

Peripherals

Peripherals

End user peripherals such as mobile phone cases, dongles, and cables

Hardware

Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Software

Software

A range of software products available for installation on your corporate laptop or desktop computer.

Desktops

Desktops

Desktop computers for your work area.

Mobiles

Mobiles

Cell phones to meet your business needs.

Top Requests

Request email alias

Access

Cisco Jabber softphone

Standard Laptop

Pixel 4a

Shopping Cart

Empty

service-nowAllFavoritesHistoryWorkspacesAdminHardwareSearch

Service Catalog > Hardware20 per pageSearch catalog

Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Items

Developer Laptop (Mac)

Macbook Pro

Preview

Macbook Pro

The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.

Technical Specs:

- Intel core i7 processor
- 512GB PCIe-based flash storage
- Intel Iris Pro Graphics
- Backlit keyboard

Price

₹132,279.0232

₹8,824.4845

Annually

iPad mini

Request for iPad mini

Preview

Image

iPad combines the power and capability of a computer with the ease of use and versatility you'd never expect from one. It has a larger 10.2-inch retina display, support for the full-size smart keyboard and the amazing new capabilities of iPadOS

Key Features:

Screen size: 10.2 inch

Price

₹44,034.1778

service-nowAllFavoritesHistoryWorkspacesAdminServiceNowSearch

Catalog Search Results: Service Catalog > Hardware > 'laptop request'20 per pageSearch laptop request

Laptop Request

Use this item to request a new laptop

Service Catalog > Hardware

Found InService CatalogHardware (1)

service-nowAllFavoritesHistoryWorkspacesAdminLaptop RequestSearch

Service Catalog > Hardware > Laptop RequestSearch catalog

Use this item to request a new laptop

Laptop Model

Justification

☒ Additional Accessories

\* Accessories Details

Order this Item

Quantity

1

Delivery time

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

**Conclusion:**

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.